Student Success
S1. Increase graduation rate by 10 percentage points
S1.1 Improve term-to-term progression rates at the credit hour benchmarks (12, 24, and 36 hours)
S1.2 Improve fall-to-fall retention rate
S1.3 Increase total awards per 100 FTE
S1.4 Increase the number of certificates awarded each year
S1.5 Increase the number of associates degrees awarded each year
S2. Students will earn an A, B, or C in the TBR-identified critical courses
S3. Job placement rate remains above 90%
S4. Meet or exceed the CCSSE cohort in the student engagement benchmark categories
S5. Decrease the number of students with extraneous credit hours unrelated to their major degree
S6. For students on TTP pathways, increase the number who complete AND transfer to a university

Access
A1. Increase undergraduate headcount enrollment by 10%
A2. Increase full-time equivalent enrollment by 5%
A3. Increase headcount enrollment of high school students (dual enrollment)
A4. Increase full-time equivalent enrollment of high school students
A5. Reflect or surpass the race/ethnicity demographics of the ChSCC service area
A5.1 Reflect or surpass the race/ethnicity demographics of Hamilton County for under-represented minorities
A6. ChSCC will maintain compliance with the Americans with Disabilities Act (ADA)
A7. Improve flexibility in course scheduling to meet the needs of adult learners
A7.1 Increase the number of adult learners receiving credit for Prior Learning Assessment
A7.2 Improve student success services for adult learners

Quality
Q1. Accreditable programs are accredited or seeking accreditation
Q2. Non-accreditable programs achieve a satisfactory aggregate score from program reviews or academic audits
Q3. Maintain or improve licensure and/or certification pass rates on national subject examinations for the programs that require them
Q4. Faculty are involved in professional development activities
Q4.1 Staff are involved in professional development activities
Q5. Increase enrollment in high-impact practices
Q6. Students will be above the benchmark level for each ISLO
Q7. Programs (academic and non-academic) have annual program plans with measurable outcomes (including student learning outcomes), indicators, targets, results, and use of results
Q7.1 Students in academic programs will demonstrate proficiency related to program student learning outcomes
Q8. Students will report satisfaction with programs and services
Q9. Alumni will report satisfaction with programs and services

Resourcefulness & Efficiency
R1. Identify opportunities within the college and/or in collaboration with TBR to improve efficiencies without sacrificing quality
R2. Increase outside revenue - from sources other than state appropriations and student tuition/fees
R3. Develop an instructional index that is disaggregated by academic discipline (related to instructional cost of delivery)
R4. Composite financial index score and sub-scores will meet or exceed expected performance